



## Frequently Asked Questions

### Who do I contact with questions?

Indiana State Library  
Library Development Office  
Phone: (317) 232-3699  
Email: [share@library.in.gov](mailto:share@library.in.gov)  
Fax: (317) 232-0002

### How long is the loan period?

The length of the loan is determined by the lending library.

### May materials be renewed?

The lending library determines if an item may be renewed. Borrowing libraries interested in renewing an item may send an email to Indiana Share ([share@library.in.gov](mailto:share@library.in.gov)) requesting the renewal. Indiana Share will request the renewal through OCLC and reply to your request with the new due date. You will be notified if the request for renewal was denied.

### What should a borrowing library do when it receives materials?

It is important for libraries to update Indiana Share when they receive and return interlibrary loan materials. Please e-mail [share@library.in.gov](mailto:share@library.in.gov) the titles of the books and the ILL numbers found on the label on the front of the materials so that Indiana Share staff can update the OCLC records to "Received" and "Returned." An Excel workbook template is available on the Indiana Share homepage. You may send this to Indiana Share staff as an email attachment. Libraries without an internet connection may fax their updates to (317) 232-0002.

An update should be sent to the State Library staff regularly, at least once a week or with every InfoExpress delivery.

**What happens when a request is not filled? Is it cancelled? Do libraries have to resubmit?**

If a request is not initially filled, staff will continue to resubmit the request until all possible lenders are exhausted. If you have indicated that you are willing to pay postage for out-of-state items, Indiana Share will continue to search for the item regionally, then nationally. You will be contacted by email if the item is not available or found.

**Why are my requests for movies/CDs/new items always cancelled?**

Many libraries have policies that prohibit the lending of items published recently, and/or audio/visual materials. To increase your chances of obtaining materials like this, please consider paying postage so that the Indiana Share staff can search out of state.

**How much are overdue or late fees?**

These materials fall under the loan and fine policies of the lending library. In the event of lost or damaged materials, you will be contacted directly by the lending library.

**Is there a default maximum cost for requests (cost of postage, if out of state) and will a library be responsible for the cost of an out-of-state item being mailed to them, or only the return postage?**

The default cost is set at free. Libraries in Indiana will be searched first so that the item may be shipped using INfoExpress. If the materials cannot be found in Indiana, staff will only submit requests to out of state lenders if you have indicated on your request if you are willing to pay postage. Interlibrary loan requests from out of state typically ship at a reduced cost via Library Rate, and we typically ask that you set your postage costs to at least \$3.00.

**Where do requests for information/research should be sent? (e.g., a patron doesn't know what they want but they want something on the Mayflower.)**

These types of questions are considered reference requests and are not handled by the Indiana Share staff. Please direct these questions to the Indiana State Library Reference staff for assistance, using one of the following methods:

- [Ask-A-Librarian](#)
- [ISL Reference Chat](#)
- Telephone: (317) 232-3678
- Indiana toll free: 1-866-683-0008
- Fax: (317) 232-3728

## Indiana Share - FAQ

### **How do I cancel a request?**

Log into your Indiana Share account. Select the link to "Outstanding Requests" from the menu on the left. Open the request you would like to cancel by clicking on the transaction number. There will be a link (in red) at the top of the transaction.

If your request has already been processed, you will not be able to cancel it in this manner. In this case, please email or call the staff and they may be able to cancel the request before any lending libraries send the item.

### **I have a question about InfoExpress. Who can I contact?**

Indiana State Library  
Library Development Office  
315 West Ohio Street, Room 413  
Indianapolis, IN. 46202  
Phone: (317) 232-3699  
Toll free: 1-877-835-0014  
Email: [infoexpress@library.in.gov](mailto:infoexpress@library.in.gov)  
Fax: (317) 232-0002